Role Description

Role title:	Classification:
Manager, Aboriginal Cultural Governance	SM1
Division/Business unit:	**Reports to:**
Homelessness Systems and Partnerships	Director, Homelessness Systems and Partnerships

Role purpose:

The Manager, Aboriginal Cultural Governance is a role within Community and Aboriginal Partnerships (CAP) and is accountable to the Director, Homelessness Systems and Partnerships (HSP) for:

- Providing cultural authority and senior leadership to establish formal Aboriginal governance, accountability and partnership mechanisms across homelessness system reform and stewardship.
- Ensuring Aboriginal people, communities and community-controlled organisations have meaningful influence over decisions affecting Aboriginal homelessness outcomes, without shifting government's accountability onto community.
- Advancing Aboriginal self-determination by embedding culturally safe, strengths-based and community-led approaches across strategy, commissioning, service access, access, practice, workforce reform, data sovereignty, evaluation and continuous improvement.

Key outcomes and accountabilities:

1. Design and establish formal Aboriginal cultural governance arrangements and partnerships with clear authority, membership, decision interfaces, resourcing and accountability to Aboriginal people and communities.
2. Provide expert, authoritative cultural leadership and advice to Directors, executives and reform governance bodies, influencing high-impact policy, commissioning, procurement, service design, data and implementation decisions to ensure Aboriginal self-determination, cultural integrity and improved outcomes are embedded across reform initiatives.
3. Lead sustained relationships and shared work with Aboriginal community-controlled organisations (ACCOs), Aboriginal people with experiences of homelessness, Traditional Owners and relevant peak and advisory bodies.
4. Develop cultural accountability expectations, measures and assurance processes that can be embedded in commissioning, contracts, performance, evaluation and public reporting.
5. Ensure reform engagement and co-design are culturally safe and genuine, appropriately paced and resourced, and do not create unmanaged cultural load or substitute consultation for formal authority.
6. Build Aboriginal workforce, leadership and partnership considerations into system and service design, including actions to reduce cultural load and improve sustainability.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.
- DHS considers that being Aboriginal and/or a Torres Strait Islander person is a genuine occupational requirement for this position under sub-section 56(2) of the *Equal Opportunity Act 1984* (SA). Therefore, this position is only open to Aboriginal and/or Torres Strait Islander applicants.
- Some out of hours' work may be required.
- Some intra-state and interstate travel may be required.

Key Relationships/Interactions:

- Director, HSP (line manager)
- Specialist homelessness services, ACCOs and sector peak bodies
- SA Housing Trust, other South Australian Government agencies and Commonwealth counterparts
- People with experiences of homelessness and their representative bodies
- DHS Aboriginal leaders and workforce representatives
- CAP leadership team
- Managers and staff across HSP
- Aboriginal people and communities across South Australia

Budget/Delegations:

Human Resources Delegations Level 4 / Financial Authorisations Level 4

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

Role specific capabilities: *(Skills, experience, knowledge, attributes)*

1. **Aboriginal Cultural Knowledge –** Demonstrated understanding of issues affecting Aboriginal communities and sensitivity to other cultures.
2. **Strategic Cultural Authority and Leadership –** Experience in leading and managing programs, high-level skills in operational management, strategic planning, service development grounded in Aboriginal

knowledge, community relationships and self-determination with highly developed people management skills, which engender confidence and trust.

3. **Relationships and Networks –** Ability to develop and maintain constructive and effective working relationships with diverse Aboriginal communities and organisations which foster the trust and cooperation of a wide cross section of key stakeholders, staff and communities, alongside a proven ability to consult, liaise, influence, negotiate and develop a network of strategic alliances with senior political, commercial, community or sector representatives.
4. **Aboriginal Wellbeing Knowledge –** Comprehensive understanding and awareness of the major social and economic issues facing Aboriginal families and children, including designing respectful, trauma-informed and properly resourced processes that protect participants and effectively manage cultural load.
5. **Understanding of Government Policy and Systems –** High level knowledge skills and experience in Government protocols and procedures and ability to understand and monitor trends and undertake actions to connect cultural accountability with governance, contracts, outcomes, workforce and continuous improvement.
6. **Communication Skills –** Proven high-level verbal and written communication and interpersonal skills that can both develop and maintain productive working relationships with Aboriginal staff and community, all levels of Government, non-government agencies, client and community groups.

Qualifications:

Desirable: A relevant tertiary qualification in management, business or equivalent community leadership and professional experience.

Key leadership competencies and expected behaviours at this classification:
Promotes strategic thinking and change ☐ Creates a shared vision and mission for the BU. ☒ Inspires and influences others to assume ownership BU goals. ☒ Leads teams in aligning their priorities within a broader organisational and political context. ☒ Champions sustainability and long-term improvement. Communicates effectively and leads others in times of change. ☒ Identifies and analyses difficult and complex problems that have organisation-wide impact.
Achieves objectives ☒ Delivers results and improvements to meet BU objectives by translating ideas into concrete plans. ☒ Anticipates future organisational needs, risks and uncertainties, and aligns systems and resources to meet these needs. ☒ Makes well-informed and timely decisions that affect the BU, even when information is incomplete and ambiguous. ☒ Interprets and abides by the laws, regulations and policies determining BU activities. ☒ Takes accountability for team/BU success and manages others to achieve outcomes. ☒ Monitors the performance of the team/BU, considers feedback information and seeks continuous improvement. ☒ Integrates technical expertise into the BU to achieve its objectives.
Leads business excellence ☒ Sets clear standards, manages risks, setbacks, and implements continuous improvement initiatives. ☒ Sets challenging but achievable goals/targets with relevant metrics based on market trends, developments and legislative changes to ensure business needs are continually met. ☒ Provides clear and timely recognition, promptly addresses under performance and lifts performance through coaching. ☒ Inspires innovation and ongoing learning, and plans strategically to meet BU goals. ☒ Drives outstanding customer service by enabling team members to anticipate client needs. ☒ Empowers others to use resources effectively.
Builds genuine partnerships ☒ Considers the impact of decisions and priorities on other business areas, adapting approach to meet organisational goals. ☒ Approaches negotiations with an understanding of key issues and is able to clearly communicate reasoning and justification to facilitate mutually beneficial solutions. ☒ Facilitates constructive discussions to mediate conflict and disagreements. Encourages diversity of thinking and differences of opinion. ☒ Identifies and develops key strategic relationships and networks to achieve goals, increase departmental knowledge and create communication channels. ☒ Proactively develops effective strategic relationships, networks and partnerships with internal and external stakeholders. ☒ Models inclusive behaviour and tailors communication style to meet the audience's needs.

Models personal drive and professionalism

☒ Maintains the highest level of integrity to embed ethical practice and organisation's values into the culture.

☒ Raises and challenges important issues constructively, and backs own judgement and actions confidently when challenged.

☒ Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures to fit situational changes within the BU.

☒ Demonstrates a high level of self-awareness and acts as a role model by openly communicating strengths and development needs.

☒ Champions a workplace that values respect, diversity and individual differences to build a culture of inclusivity.

☒ Establishes expectations and models best practice wellbeing and safety behaviours.

Approval:		
Assessed by: Olivia Concesso, Lead HR Business Partner		Date: 21/09/2026
Approved by: Lauren Moulds, Director, HSP		Date: 21/09/2026